

E-911 COMMUNICATIONS CENTER

Statement of Purpose

The Catawba County E-911 Communications Center provides emergency and administrative communications for the citizens of Catawba County by placing them in touch with public safety and related government service agencies. To be prepared for daily communications traffic and emergencies requiring adequate numbers of trained personnel. To have the most current state-of-the-arts computerization, along with radio and telephone technology to assure that saving lives and property can always be attained.

Outcomes

1. Continue to ensure citizens receive prompt medical care by dispatching the appropriate agency within one minute of call receipt in 90% of HOT calls (emergency or life-threatening calls) and dispatching serious, but not life-threatening calls within 90 seconds 80% of the time. Achievement will be documented through quarterly status reports obtained from the Computer-Aided Dispatch (CAD) system.
2. Educate local businesses on the information needed by the E-911 Telecommunicator to dispatch the appropriate public safety agencies to the correct locations when 911 is called by conducting on-site training and informational sessions with work groups. Post event customer service surveys will be given to participants to determine if attendants found the training useful and retained the desired information.
3. Continue working with the State Highway Patrol, the Piedmont Area Communications Council, and local public safety agencies in general to establish radio interoperability between agencies in Catawba County and the surrounding area.
 - a. Work with the State Highway Patrol to replace and rebuild radio towers in Catawba County as funded under Homeland Security grants with a target completion date of June 30, 2007.
 - b. Work with the Piedmont Area Communications Council to implement its eleven (11) county interoperability grant with a target completion date of June 30, 2007.
 - c. Cultivate joint ventures between local public safety agencies to generate savings through pooled resources including pursuing sharing microwave communications at State Highway Patrol sites instead of T1 lines at an approximate annual savings of \$36,000.

Communications Center

Organization: 280100

	2004/05 Actual	2005/06 Current	2006/07 Requested	2006/07 Approved	Percent Change
Revenue					
Miscellaneous	\$0	\$0	\$0	\$18,000	0%
General Fund	1,177,872	1,232,455	1,263,766	1,238,266	0%
Total	\$1,177,872	\$1,232,455	\$1,263,766	\$1,256,266	2%
Expenses					
Personal Services	\$1,070,904	\$1,087,560	\$1,109,851	\$1,109,851	2%
Supplies & Operations	106,968	144,895	153,915	146,415	1%
Capital	0	0	0	0	0%
Total	\$1,177,872	\$1,232,455	\$1,263,766	\$1,256,266	2%
Employees					
Permanent	25.00	24.00	24.00	24.00	0%
Hourly	2.30	3.40	2.30	2.30	-32%
Total	27.30	27.40	26.30	26.30	-4%

Significant Changes: